# Addiction and Mental Health – South Zone

Support services and resources

Alberta Health Services (AHS) recognizes that many Albertans are worried about their health, finances and mental health.

Support is available from AHS Addiction and Mental Health, as well as a number of other support organizations across the province, including South Zone.

By familiarizing yourself with supports available in your community, we can offer each other hope and connect people to resources. Community connection creates hope and we need your support to spread the word. Together we can make a difference.

Speaking with your family doctor can also be a good place to start. If you don’t have a doctor at this time, there is a website that can help you locate one at [albertafindadoctor.ca.](http://www.albertafindadoctor.ca/)

An extensive list of support services and resources, provided by AHS and a vast array of other organizations, are also available through *“Help in Tough Times”* at [ahs.ca/helpintoughtimes.](http://www.ahs.ca/helpintoughtimes)

Links and self-help resources such as managing anxiety and stress are available.

Addiction and mental healthcare include counselling and community care, day programs, hospital, detox and/or residential, and inpatient treatments. Program and service information is included at [ahs.ca/amh.](http://www.ahs.ca/amh) Healthcare professionals help patients access the most appropriate care based on their needs, recognizing that recovery and treatment is unique for everyone.

If you feel overwhelmed or need support, please reach out. Call Health Link at **811**, 24 hours a day, seven days a week. In an emergency, call **911** or go to your nearest emergency department.

And remember, connection is important. We encourage anyone who needs support to reach out to someone they trust. Talk to a family member, friend, someone you can be honest with to talk through your concerns.

**Important Phone Numbers – toll-free available 24/7 1-877-303-2642** – Mental Health Helpline

Help for mental health concerns such as information about programs, services and referrals to

other agencies, if needed.

**1-866-332-2322** – Addiction Helpline

Advice and service referral for adults and youth requiring addiction services.

**211** – Alberta 211 [ab.211.ca](http://www.ab.211.ca/)

Connects Albertans to social and support resources such as financial resources or community and government information.

Help is available

Addiction and Mental Health – South Zone

Support services and resources

These resources are available for Albertans in need of mental health or addiction support. To find the service that best meets your needs, please call **Health Link at 811**.

If you are in crisis, call **911** or visit your nearest emergency department.

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| **Crisis and support helplines** | |
| Addiction Helpline | 1-866-332-2322 toll-free available 24/7 |
| Crisis Text Line | Text CONNECT to 741741  Text CONNECT to 686868 (youth) |
| Canada Suicide Prevention Service | 1-833-456-4566 available 24/7 |
| Distress Centre Crisis Line | 403-266-HELP (4357) available 24/7 |
| Emergency | 911 available 24/7 |
| Hope for Wellness Help Line for Indigenous peoples | 1-855-242-3310 available 24/7  Online chat: <https://www.hopeforwellness.ca/> |
| Health Link | 811 available 24/7 |
| Kids Help Phone | 1-800-668-6868 |
| Mental Health Helpline | 1-877-303-2642 toll-free available 24/7 |
| **AHS Addiction and Mental Health local offices** | |
| Brooks and area | 403-793-6655 |
| Cardston | 403-653-5115  403-653-5283 (Opioid Dependency Program) |
| Crowsnest Pass | 403-562-5041 (Addiction)  403-562-5040 (Mental Health) |
| Fort Macleod | 403-553-5340 |
| Lethbridge | 403-381-5260 (Adult)  403-381-5278 (Child, youth and family)  403-388-6243 Recovery Centre – Medically Supported Detoxification |
| Medicine Hat and area | 403-529-3500 (Adult)  403-529-3582 (Child, youth and family)  403-529-9021 Recovery Centre – Medically Supported Detoxification and residential treatment |
| Pincher Creek | 403-627-1121 |
| Raymond | 403-752-5440 |
| Taber | 403-223-7244 |
| **AHS virtual support** | |
| Help in Tough Times | For more information and additional support resources, visit [www.ahs.ca/helpintoughtimes.](http://www.ahs.ca/helpintoughtimes) |
| Text4Hope | Text the following to 393939:   * COVID19HOPE - support with stress, anxiety or depression due to the COVID-19 pandemic * Open2Change to subscribe to the addiction program * CancerCare to subscribe to the cancer program |
| Togetherall | Clinically moderated free online peer-to-peer mental health community: <https://togetherall.com/en-ca/> |

**South Zone Addiction and Mental Health – Brooks Community Profile**

*Alberta Health Services*

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| Service | Description | Service Hours | Contact and Referral Information |
| Community Crisis Services | If a client is in crisis or needs to speak with someone outside of regular business hours, there are a number of crisis lines available. A trained staff member will listen, support, triage, and refer the client to the right agency.  All areas and after hours support are offered through the Distress Centre at 1-800-784-2433 or Health Link at 811. Clients can also utilize both the addiction and/or mental health help lines. | 24/7 | **Support Lines:**  Distress Centre at 1-800-784-2433  Health Link (24/7 Health Advice) - 811  Addiction Help Line -  1-866-332-2322  Mental Health Help Line - 1-877-303-2642 |
| Addiction and Mental Health Community Services | Screening, assessment, consultation and treatment for people and their families that have addiction and mental health concerns that are affecting their ability to cope with everyday life.  Assessment and treatment includes learning about your past history, present situation, and identifying your goals. A therapist/counsellor talks with a client about different treatment options, including counselling to help them reach their goals. A therapist/counsellor helps clients choose goals and strategies, make suggestions, and reviews their progress with them. | 8:00am-4:30pm Monday to Friday  Evening Groups | Phone Number: 403-793-6655  This service is open to the community. Professional and self-referrals are accepted.  **Staffing (Direct Client Care):**  Addiction Counsellor – 3.0 Full Time Equivalent  Mental Health Therapist – 5.40 Full Time Equivalent  Mental Health Therapy Assistant – 1.0 Full Time Equivalent  Child Life Specialist – 0.5 Full Time Equivalent  Clinical Supervisor – 1.0 Full Time Equivalent |
| Addiction and Mental Health - Adult Outreach Services | Provide community-based programming for adults living with a mental illness and/or addiction to promote and encourage a positive lifestyle and improved quality of life. Also provides depot injections for clients associated with the program. | 8:00am-4:30pm Monday to Friday | Phone Number: 403-793-6655  This service is open to the community. Physician, agency, or self-referrals are accepted.  **Staffing (Direct Client Care):**  Social Worker 1 – 1.0 Full Time Equivalent  Social Worker 3 – 1.0 Full Time Equivalent  Registered Psychiatric Nurse – 0.53 Full Time Equivalent |
| Addiction and Mental Health - Justice Services | The Domestic Violence Offender Treatment Program provides assessment and treatment for individuals who have been mandated through the court system to receive treatment related to domestic violence. Non-mandated individuals may participate based on clinician judgment and space availability. Also provides partner safety checks for victims and referrals to support services as needed. | 8:00am-4:30pm Monday to Friday  Evening Groups | Phone Number: 403-362-1265  Professional referral required. Referral from court system, probation, child and family services, or can be self-referred.  **Staffing (Direct Client Care):**  Addiction Counsellor – 1.0 Full Time Equivalent |
| Addiction and Mental Health Prevention and Promotion Services | This team provides support and consultation regarding resources, programs, and initiatives on substance use prevention, gambling prevention, mental health promotion, and mental illness prevention. They focus on engaging and empowering individuals, families, and community partners to:   * promote positive well-being, * reduce the harm associated with substance use and gambling, * reduce stigma and prevent addiction. The team provides consultation, training and capacity building. | 8:00am-4:30pm Monday to Friday | Prevention/Promotion work is completed by Addiction and Mental Health community services. |

*Service Volumes*

For fiscal year 2020-2021 there was an average of 603 individual appointments booked per month with community addiction and mental health services. 68% of those appointments were booked virtually (phone, zoom, or telehealth).

*Education and Certification*

**Addiction Counsellor:** Minimum Education: Bachelor Degree in Addiction Counselling or a combination of a Bachelor Degree in a health related discipline **plus** a diploma in Addiction Counselling or course work in Addiction Counselling or equivalent education and experience. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.

**Mental Health Therapist:** Minimum Education: Bachelor of Social Work, Bachelor of Nursing or Masters of Psychology. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.

**Mental Health Therapy Assistant:** Minimum Education: Diploma in social work or other health related field. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act, if applicable.

**Child Life Specialist:** Minimum Education: Bachelor’s Degree in Child Life, Education, Psychology or other related field.  All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act, if applicable.

**Clinical Supervisor:** Minimum Education: Master’s Degree in Psychology or Social Work or an equivalent combination of education and experience. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.

**Social Worker 1:** Minimum Education: Diploma in Social Work from an accredited program. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.

**Social Worker 3:** Minimum Education: Masters of Social Work or equivalent education and experience. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.

**Registered Psychiatric Nurse:** Minimum Education: Completion of an accredited Psychiatric nursing education program. Active or eligible for registration and practice permit with the College of Registered Psychiatric Nurses of Alberta (CRPNA).

**South Zone Addiction and Mental Health – Bassano Community Profile**

*Alberta Health Services*

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| Service | Description | Service Hours | Contact and Referral Information |
| Community Crisis Services | If a client is in crisis or needs to speak with someone outside of regular business hours, there are a number of crisis lines available. A trained staff member will listen, support, triage, and refer the client to the right agency.  All areas and after hours support are offered through the Distress Centre at 1-800-784-2433 or Health Link at 811. Clients can also utilize both the addiction and/or mental health help lines. | 24/7 | **Support Lines:**  Distress Centre at 1-800-784-2433  Health Link (24/7 Health Advice) - 811  Addiction Help Line -  1-866-332-2322  Mental Health Help Line - 1-877-303-2642 |
| Addiction and Mental Health Community Services | Screening, assessment, consultation and treatment for people and their families that have addiction and mental health concerns that are affecting their ability to cope with everyday life.  Assessment and treatment includes learning about your past history, present situation, and identifying your goals. A therapist/counsellor talks with a client about different treatment options, including counselling to help them reach their goals. A therapist/counsellor helps clients choose goals and strategies, make suggestions, and reviews their progress with them. | Virtual services provided - 8:00am-4:30pm Monday to Friday from Brooks Addiction and Mental Health Clinic | Phone Number: 403-793-6655  This service is open to the community. Professional and self-referrals are accepted.  Virtual Services provided by Brooks Addiction and Mental Health Clinic. Clients are welcome to access services in person in Brooks or other sites within the South Zone. |
| Addiction and Mental Health Prevention and Promotion Services | This team provides support and consultation regarding resources, programs, and initiatives on substance use prevention, gambling prevention, mental health promotion, and mental illness prevention. They focus on engaging and empowering individuals, families, and community partners to:   * promote positive well-being, * reduce the harm associated with substance use and gambling, * reduce stigma and prevent addiction. The team provides consultation, training and capacity building. | 8:00am-4:30pm Monday to Friday | Prevention/Promotion work is completed by Addiction and Mental Health community services. |

*Service Volumes*

For fiscal year 2020-2021 there was an average of 38 individual appointments booked per month with community addiction and mental health services. 90% of those appointments were booked virtually (phone, zoom, or telehealth). The other 10% were booked in as face to face visits in Brooks.

**South Zone Addiction and Mental Health – Oyen Community Profile**

*Alberta Health Services*

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| Service | Description | Service Hours | Contact and Referral Information |
| Community Crisis Services | If a client is in crisis or needs to speak with someone outside of regular business hours, there are a number of crisis lines available. A trained staff member will listen, support, triage, and refer the client to the right agency.  All areas and after hours support are offered through the Distress Centre at 1-800-784-2433 or Health Link at 811. Clients can also utilize both the addiction and/or mental health help lines. | 24/7 | **Support Lines:**  Distress Centre at 1-800-784-2433  Health Link (24/7 Health Advice) - 811  Addiction Help Line - 1-866-332-2322  Mental Health Help Line - 1-877-303-2642 |
| Addiction and Mental Health Community Services | Screening, assessment, consultation and treatment for people and their families that have addiction and mental health concerns that are affecting their ability to cope with everyday life.  Assessment and treatment includes learning about your past history, present situation, and identifying your goals. A therapist/counsellor talks with a client about different treatment options, including counselling to help them reach their goals. A therapist/counsellor helps clients choose goals and strategies, make suggestions, and reviews their progress with them. | * Mental Health Therapist travels to Oyen from Medicine Hat every second Wednesday * Mental Health Therapist for the Child/Youth Mental Health Outreach Program from Brooks travels out to Oyen once every 3 weeks. * Virtual services provided - 8:00am-4:30pm Monday, Wednesday, Friday   8:00am-7:15pm Tuesday, Thursday from Medicine Hat Addiction and Mental Health Clinic | Phone Number: 403-529-3500  This service is open to the community. Professional and self-referrals are accepted.  **Staffing – Oyen (Direct Client Care):**  Mental Health Therapist – 0.1 Full Time Equivalent (Currently on maternity leave)  Mental Health Therapist (Child/Youth Mental Health Outreach Program) – 0.08 Full Time Equivalent  Coordinator/Program Manager – 1.0 Full Time Equivalent  Virtual services provided by therapists/counsellors from Medicine Hat. Clients are welcome to access services in person in Brooks, Medicine Hat, or other sites within the South Zone. |
| Addiction and Mental Health Prevention and Promotion Services | This team provides support and consultation regarding resources, programs, and initiatives on substance use prevention, gambling prevention, mental health promotion, and mental illness prevention. They focus on engaging and empowering individuals, families, and community partners to:   * promote positive well-being, * reduce the harm associated with substance use and gambling, * reduce stigma and prevent addiction. The team provides consultation, training and capacity building. | * Wellness coach travels out to Oyen once per week. * 8:00am-4:30pm Monday to Friday from Medicine Hat Addiction and Mental Health Clinic | **Staffing – Oyen**  Coordinator/Wellness Coach – 0.2 Full Time Equivalent  Prevention/Promotion work is completed by Addiction and Mental Health community services from Medicine Hat. |

*Service Volumes*

For fiscal year 2020-2021 there was an average of 31 individual appointments booked per month with community addiction and mental health services in Oyen. 69% of those appointments were booked virtually (phone, zoom, or telehealth).

*Education and Certification*

**Mental Health Therapist:** Minimum Education: Bachelor of Social Work, Bachelor of Nursing or Masters of Psychology. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.

**Coordinator/Program Manager:** Minimum Education: Degree in a related field. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act, if applicable.

**Health Promotion Facilitator:** Minimum Education: Bachelor’s Degree in Health Promotion, Health Sciences, Health Education or a related field. All staff hold registration in good standing with the applicable governing college as outlined in the Health Professions Act.